

## **BOX OFFICE SUPERVISOR**

### *Class Definition*

Under direction, supervises the box office operation at the Fresno Convention Center.

### *Distinguishing Characteristics*

Box Office Supervisor is a single position class assigned to the Administration Division of the Convention Center. The incumbent directs the day-to-day operation of the Convention Center Box Office to provide adequate box office coverage for sales demands of tickets, control all tickets for Convention Center events, and collect and account for all funds received from ticket sales. The incumbent may work varied shifts and long hours to correspond with scheduled events. This class is distinguished from Box Office Assistant in that the incumbent of the latter performs difficult and complex accounting clerical work involving facility scaling, box office charges and ticket sales.

### *Typical Tasks*

(The incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Plans, organizes and directs the day-to-day box office operation at the Fresno Convention Center.

Hires, trains, evaluates, and disciplines box office personnel; establishes box office procedures; ensures that all procedures are followed by box office personnel.

Coordinates the scaling and selling of tickets for the facilities with promoters, licensees, and national ticket agencies

Handles special group discounts, phone charges, and promotional activities associated with tickets, ensuring strict control and accountability.

Coordinates advertisements and publicity arrangements with promoters.

Maintains and reconciles box office checking account and interest bearing accounts.

Supervises, negotiates, and participates in the settlement of receipts and payment of expenses associated with an event.

Reviews contracts, expenses, receipts, deposits, and other financial arrangements before settlement after each performance.

Explains Box Office policies and procedures to the public; resolves the more difficult public complaints; issues refunds when appropriate.

Evaluates operational policies and procedures; recommends and implements improvements.

Authorizes and enforces collection arrangements.

Directs the preparation of records, reports, and correspondence relevant to the box office operation.

Performs related duties as required.

*Knowledge, Abilities, and Skills*

Knowledge of modern box office management procedures and policies.

Knowledge of accounting practices in collection and disbursement of funds.

Knowledge of the technical aspects of Convention Center Box Office/multipurpose entertainment facility operations.

Knowledge of the principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Knowledge and use of computerized ticketing services and contracting for such services.

Knowledge of fire and safety regulations.

Knowledge of the principles and techniques of planning, supervising, and providing services to a variety of business and entertainment events.

Ability to plan, organize, direct and evaluate the work of subordinate staff.

Ability to prepare clear, concise and comprehensive reports, records, correspondence and other written materials.

Ability to analyze a variety of problems and make sound policy and procedural recommendations for their solutions.

Ability to make clear and persuasive oral presentations.

Ability to prepare financial statements and various accounting reports.

Ability to use a variety of personal computer business software applications.

Ability to establish and maintain effective working relationships with those contacted in the performance of assigned duties.

*Minimum Qualifications*

Two years of experience as a box office manager or box office assistant at a multipurpose, multistructure entertainment facility with a theater and an arena, and which involved season ticket sales, group sales, computer-generated sales, and a wide variety of events and activities.

*Necessary Special Requirement*

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: \_\_\_\_\_

Director of Human Resources

DATE: \_\_\_\_\_

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